

Neighbourhood Care Networks' Newsletter

Welcome to the **Neighbourhood Care Networks' (NCN) Newsletter** for ABuHB.

This regular newsletter aims to keep you updated about how our NCNs are progressing their plans and working with partners to deliver community based services that meet the needs of the population served.

Putting NCN Plans into action – what we've achieved so far...

Across Gwent

Fight the Flu

Communication from Deputy Medical Director Dr Liam Taylor:

There is evidence that influenza is now circulating in Wales, we are strongly and very seriously urging eligible patients and staff to get their flu vaccination now, if they haven't already done so.

31% of tests on hospital patients were positive for influenza; of these, 99% were influenza A and 1% were influenza B.

Most years the vaccine gives protection against three different types of flu virus, this year as you know our staff are being offered an injectable quadrivalent vaccine which protects against four strains of flu (two A strains and 2 B strains) meaning it provides broader protection for circulating viruses. Current information available suggests that the influenza A(H1N1) pdm09 viruses circulating are well-matched to the vaccine strain. The strain is included in all influenza vaccines both trivalent and quadrivalent.

According to the Influenza Briefing note from Public Health Wales, the 3rd of January 2019 was the first week of the season, on average the season lasts approximately 14 weeks. Peak activity in Primary Care is usually seen in the 4th-5th week, in Secondary Care it is often seen 1-2 weeks later.

Currently we have a significant number of patients hospitalised with flu including young infants and five patients have been treated in Intensive Care settings... The best intervention to prevent flu is to be immunised!

We are particularly concerned about the two and three year old cohort of children. This cohort is at high risk of infection and also spreading the infection to others including those who aren't in the target groups for immunisation.

There are still supplies of the intranasal vaccine available for those practices who have exhausted their stocks.

Uptake in Gwent two year olds is 44.6% and in our three year olds is just 38.5 %. Please continue to offer the vaccine to your eligible patients and remind them that it's not too late to have their flu vaccine.



Communication Coaching in Dementia



Did you know Speech and Language Therapy can help people with dementia and those caring for them?

Communication Coaching Groups will offer:

- Education about communication and possible changes to communication due to memory impairment
- Discussion of communication strategies to support communication
- Opportunities to practise communication strategies within the group
- Opportunities to socialise with others living with dementia and share experiences

If you are interested please contact your dementia co-ordinator or alternatively email:

Amanda.evans13@wales.nhs.uk or Hannah.davies16@wales.nhs.uk

Across Blaenau Gwent

Blaenau Gwent Well-Being Roadshow – Free Interactive Community Events

Four exciting community events have been planned for the Blaenau Gwent locality aimed at improving our resident population's well-being. The events will be held 19th – 22nd March 2019, details as follow:

19th March 2019 – Connecting Generations – 10am to 2pm, Llanhilleth Institute. Held during National Conversation Week, this event aims to provide a range of fun and interactive activities that will bring people of all ages from the community together and build on our Intergenerational Project work within the Locality.

20th March 2019 – Art for Our Hearts – 3pm – 7pm, Coleg Gwent, Ebbw Vale. Blaenau Gwent's got talent! And it will be on show through performance and extraordinary art at this event aiming to bring out the creative side in our residents – with an opportunity to create their very own masterpieces.

21st March 2019 – Get Out Into Nature – 2pm – 6pm, Parc Bryn Bach, Tredegar. An opportunity to get outdoors and discover what nature has to offer. This is an interactive day offering fresh air with adventure followed by a hot drink and time to relax in the Visitor's Centre.

22nd March 2019 – Healthy body, Healthy Mind – 2pm – 6pm, Tabor Chapel, Brynmawr. Take some time out and understand how to look after ourselves and our mental and physical well-being. This is a mixture of free taster health sessions provided to help start the journey to improved wellness.

Contact the Blaenau Gwent Engagement Team on 01495 355092 for further details on any of the above events or e-mail the Team at pps@blaenau-gwent.gov.uk

Ending period poverty in Blaenau Gwent – the Blaenau Gwent Period Equity Project

A new project in Blaenau Gwent to address period poverty will be launched between 1-4pm at Llanhilleth Institute on 8th March 2019, which is also International Woman's Day.

Building on the Welsh Assembly Government's commitment to end period poverty in schools in Blaenau Gwent, sanitary products will be free to access for all. This project aims to reduce stigma, to address the dignity and gender equality issues that affect everyone who menstruate, regardless of their income.

Blaenau Gwent Period Equity Group will be working with a wide variety of partners to provide free sanitary protection to schools, health premises, community hubs, libraries and leisure centres in the Locality, to ensure no one will face the barrier of exclusion due to a lack of sanitary products.

Intergenerational Connectors

The Intergenerational Connectors project is progressing well in the Locality, and increased numbers of partnerships have been formed between schools and care settings. The Connectors are currently organising an event in collaboration with Blaenau Gwent County Borough Council, as part of their health and wellbeing week events between 19th – 22nd March. The event, entitled Connecting Generations will be held at Llanhilleth Miner's Institute on Tuesday 19th of March between 10am-2pm. It will bring together schools, care facilities and partner organisations to create further intergenerational links and showcasing existing ones. The day will also act as an intergenerational event in itself with young and old representatives from the across community.

Across Caerphilly

Care Navigation

Care Navigation is a tried and tested model of care that aims to improve access to Primary Care services for patients and reduce GP pressures. It allows front line staff to provide patients with more information about local health and wellbeing services, both within and outside of Primary Care in a safe and effective way. It is about offering patients choice and help to access the most appropriate service first, which is not always the GP. Three multi-agency training workshops have been held in Caerphilly with representatives from a wide range of Third Sector, Community and Primary Care services. The reception staff at 18 of Caerphilly Borough's GP Practices have undertaken specialist training and have access to directories of information about services in order to help direct patients to the most appropriate source of help or advice where appropriate. This may include services in the community as well as within the practice.

First Contact Physiotherapy

The 3 Caerphilly NCNs have provided funding to initiate a First Contact Physiotherapy service within the borough. Patients at Caerphilly GP practices are able to access assessment by a Physiotherapist directly within the GP practice rather than seeing their GP first if they have a concern regarding a musculoskeletal (MSK) problem and its management. The service will provide an appropriately detailed assessment of the individual and their MSK complaint by an experienced clinician in MSK medicine, as well as help to support appropriate decision making and advice on self-management or onwards investigation/referral. The service does not have the capacity to offer individuals ongoing treatment within the GP practice but will identify those individuals who may benefit from and wish to attend mainstream therapy services

Pan Caerphilly NCN and Third Sector Event



Caerphilly NCNs came together with Susanne Maddax (GAVO), to host the first Pan Caerphilly NCN and Third Sector Event on 22 November 2018 at Bryn Meadows Golf & Spa Hotel. The aim of this event was to look at integrated NCN and voluntary sector working. The event was attended by 120 individuals from across the Third sector services, GP practices and NCN partner members. Attendees were able to peruse stands of voluntary sector services available in the area followed by an interactive workshop with the aim to identify gaps and opportunities in service provision by NCN Clusters.



Work is ongoing to develop the wider Primary Care multidisciplinary team for patients to be seen by the most appropriate person at the right time. There is a particular issue in the North of the Caerphilly borough relating to mental health. In conjunction with the Mental Health Division the locality has been successful in appointing a Specialist Mental Health Practitioner who is linked to the Lawn Medical Centre and Meddygfa Cwm Rhymini to further support the Level 1 model of service.

Across Monmouthshire

Improving Services for Older People with a Mental Health Need

As part of a wider investment plan to further enhance specialist Community Services for older adults with mental health problems a number of new schemes have now started:

Community Transport Scheme

A community car scheme run through Bridges Community Centre enables volunteer drivers to transport people with dementia to clinics and appointments across Monmouthshire. It also supports carers to visit loved ones admitted to the dementia assessment wards in Newport and Ebbw Vale and reduces social isolation by enabling people affected and their carers to attend social groups and maintain friendships.

Exercise and Education Programme

12 sessions of a combined exercise and education programme has been piloted in South Monmouthshire in Chepstow and Caldicot leisure centres. The sessions consist of one hour of group based gentle exercise, followed by 4 educational talks supporting people with dementia and their carers to maintain active lives and includes 8 reminiscence and enrichment sessions.

Creative Lives, Active Lives Pilot Project

A 10 week pilot programme run in Monmouth town from Shire Hall is providing opportunities for participation in the arts and culture. This includes using museum objects for reminiscence and 'living in the moment' handling sessions. It also includes dance, visual art making, life story theatre, craft activities, music and accessible guided walks.

Respite Options

Providing access to a nursing home bed for respite care has commenced. A variety of options are available for meeting the needs of older people with advancing dementia, functional mental health issues and their carers to improve access to daytime support and respite. The respite options available are currently being evaluated.

GP Led Safeguarding Forum



Dr Rowena Christmas is a Monmouthshire GP, a representative at RCGP UK Council and a Bevan Exemplar. Dr Christmas presented an idea to the NCN around focusing on promoting safeguarding and building GP (NCN Cluster) expertise through collaboration. Dr Christmas has established an NCN-funded Safeguarding Forum and her work was recently published in Pulse:

Dr Rowena Christmas, GP Partner, Wye Valley Practice

“Our GP safeguarding peer support network is helping vulnerable families”

<http://www.pulsetoday.co.uk/news/gp-topics/education/our-gp-safeguarding-peer-support-network-is-helping-vulnerable-families/20037844.article>

Dr Christmas believes that GPs can make an important difference by using their influence and local knowledge to be alert to the possibility of risk and acting promptly to direct people to support services, helping to avert a crisis. More information regarding this important work can be found here:

<http://www.bevancommission.org/en/blog?id=10>

Across the North...

Monmouthshire North NCN Priority: Building community resilience and well-being:



Ceri Price, an Occupational Therapy Technician based in the Monmouth Integrated Team, has set up a skittles group. Ceri noticed the need for a community group within the Monmouth area, therefore the skittles group was established to enable people to come along with their husband, wife, friend or relative for support and has now expanded to 16 members. The group are based in the Royal Oak Pub, the setting is relaxed and members enjoy being in a comfortable environment.

If you would like more information about the group, please contact Ceri, Jayne or Shelley on 01600 773022.



Why we love the NHS...

The NHS skittles group has given us social interaction, friendship and support – everyone is respectful, inclusive and supportive.

Across the South...

Congratulations Jane!



Jane Bevan a Health Care Support Worker at Chepstow Hospital Outpatients Department has received her second award in 2 years. Jane recently received a Special Recognition Award for her contribution to the Aneurin Bevan University Health Board theme: ‘Living our Values’, which was only been awarded to 6 other employees!

Jane has consistently gone above and beyond expectations carrying out ECGs for the Older Adult Mental Health Team and the NCN funded weekly patient friendly drop-in phlebotomy clinic. Jane said, “I just like to make attendance at the department a little better for patients. I always think about how I or my family would wish to be treated at a difficult time. There is no cost in making a nice happy environment with a welcome hello and a smile.”

We thank Jane for all her hard work.

Monmouthshire South NCN Priority: Building community resilience and well-being



The Cas-Gwent Unit at Chepstow Community Hospital have started an exciting eight week trial giving patients the opportunity to take part in a weekly ‘painting to music’ session.



Led by Occupational Therapists (OT) and Community Volunteers, participants are encouraged to listen to various pieces of classical music and respond to how it

makes them feel. The incredible array of ideas and bubbling imagination that flows throughout the group often reflects an energy you just cannot contain. With the OT's seeking to discover whether this group has any positive impact on wellbeing and mood, it is a project worth keeping an eye on! Maybe this could inspire you to pick up a paint brush, pop on classic FM and give it a go.



Why we love the NHS...

It allows us to care and at the same time ensure everyone have a positive enjoyable experience

Across Newport

Newport Direct Access Physio Service Is Getting Bigger!



The Newport Direct Access Physiotherapy Service has been so popular since its inception in June 2018 that additional slots will soon be available for Newport patients.

The service has been nearing capacity for several months and with the imminent launch of care navigation in GP surgeries, it is expected that the demand for the service will continue to increase.

The service currently offers 15 slots each day on a first come first served basis, between 9.00am and 11.30am in the GP Physiotherapy Department at St Woolos Hospital. The new arrangements will be to offer additional slots between 1.00pm and 3.30pm.

Further details to follow shortly.

St Woolos Hospital Garden Project



St Woolos Hospital Garden Project has been set-up to give patients and visitors to St Woolos Hospital a space to relax and enjoy some outdoor activities. We are hoping that this will also involve rehabilitation work with staff and patients being able to use the space for this purpose. The project is in its infancy and the group have only met once but there is a wider group meeting due to take place on 13th March at St Woolos Hospital which will focus on the resources available to move this project forward.

Garden project at Talygarn in County Hospital

Carol Wheeler (Community Volunteer) and a big drive behind this initiative is involved. Carol has won an award and for her work with garden projects running throughout various areas within Gwent previously. RLO Law and Growing Spaces are providing funding. We are also looking to include carers, Newport City Council and all the wards at Casnewydd Unit, St Woolos Hospital alongside intergenerational working with patients.

Intergenerational Working at St Woolos Hospital



A patient from Holly Ward and a member of the Newport NCN team attended an intergenerational Valentine's Day event hosted by Sycamore Ward on Thursday 14th Feb 2019.

School children attended from Maindee School and interacted with the ward patients by showing them how to create bird feeders to hang from the nearby trees.

The ABUHB Communications team were in attendance to film the event and was attended by both patients and their families. The atmosphere was calm and welcoming with the ward even offering cake and tea! The patient from Holly Ward found the experience really nice and said that she wished she had known about the weekly events on her admittance to hospital.

Newport Reablement Care Team

The Newport Reablement Care Team were recently featured in a spotlight article for the Newport City Council Newsletter. To view the article please follow the link below:

<https://view.pagetiger.com/June18/staffmonthlynewsletterfeb2019>

Across Torfaen

Scrabble club at County Hospital

Every first and third Thursday of each month there is a Scrabble club in the Conservatory, Cedar Ward. This has been arranged in partnership with "Ffrind i Mi" and is another example of offering activities here at County (Please contact the Torfaen NCN team if you would like a poster for display).

Praise from GPs

We were delighted to get some positive feedback recently from local GPs about our Community Resource Team and the service they provide in the community. The feedback was relayed during a telephone conversation between GP's and Dr Roy Jude Chandra-Ramanan.

"Please continue your hard-work in the Torfaen locality. Your team and the service you provide is definitely one of the best of what ABUHB has to offer"

"Thank you so much for your excellent input with our patients and going the extra mile with them, especially referring to St David's and doing the ACP stuff to reduce our workload"

Rhian Morgan, CRT Manager explains *"It's always good to receive feedback on our services – be it good or bad – to help inform how we move our services forward"*.

Dr Roy told us *"I had this lovely feedback when I was talking to local GPs about referrals I would like to congratulate the team and encourage them to continue with all of their hard work"*

Make your ideas count and keep them coming!

The Torfaen management team introduced ideas boxes, all of the ideas submitted have been discussed in a dedicated meeting. There will be communication shortly on the ideas that can be implemented, those that can't and why and also updates on some which are already in place.



Ideas boxes have been placed in our wards, cedar unit and DN bases so we can collect any brilliant ideas you might have about improving our services and patient care. If you have an idea, pop it in the box! Every idea will receive a response!



Putting YOU first this winter #BeAWinterHero



As part of the putting YOU first campaign, the various ways staff go the extra mile to ensure patients are safe and well cared for this winter will be highlighted. YOU can get involved using #BeAWinterHero #NHSWALES #ChooseWell on various social media platforms with pictures of you and your colleagues working through the winter this year and going the extra mile for our patients.

Jo Porter of Torfaen CRT as a winter hero

Care Navigation

As a borough Torfaen have embraced the Care Navigation tool to support patients in six chosen services:

- ❖ Direct Access Physio
- ❖ Pharmacy services
- ❖ Social Prescribers
- ❖ Community Connectors (TCBC & BRC)
- ❖ Minor Injuries units
- ❖ Eye Care

Each service has explained what is accepted and what is not accepted on each of the pathways to the practice managers and receptionists who will be the main point of contact for care navigation. We have also had support from Samantha Jeffries our 111 Service Support Manager to explain the use of the Directory of Services to the practice staff. The majority of our reception staff have taken the on-line exam to ensure they are competent to take forward the care navigation tool for their practice.

We are hopeful that ABUHB 'COMMS' team will be distributing Care Navigation posters very soon to each of our practices to advertise the new service to our patients within Torfaen. We are hopeful to 'go live' at the end of February, although this is dependent on the templates being ready for both the Vision and Emis systems.

Across the North...

Abersychan Surgery flying high

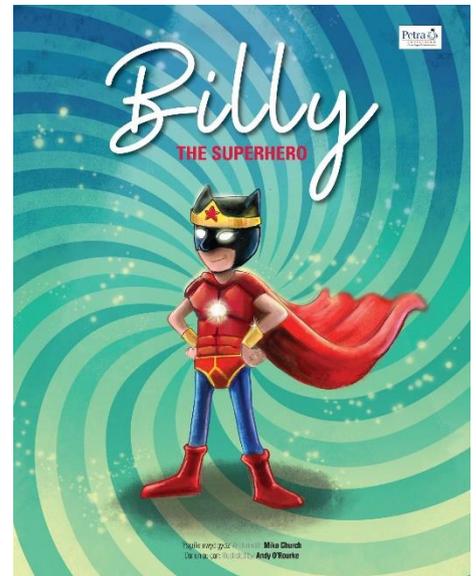


Abersychan Medical Group have been recognised for a second year in a row. Dr Deb Evans at Abersychan Medical Group was a finalist in the RCGP awards (2018). The recognition of the services provided by the practice follows on from their patient nominated award in 2017 for practice team of the year. Dr Eleri Roberts was a runner up for GP of the year and her colleague Dr Diane Edwards was also nominated.

Across the South...

Billy the Superhero – Encouraging children to consider a career in the NHS

Dr Anish Kotecha, GP at Cwmbran Village Surgery gave a fascinating presentation at the recent intergenerational conference in Newport on sparking children's interest in health and social care. Introducing Billy the Superhero, has been published in collaboration with ABUHB Greater Gwent Partnership, children from Blenheim Road Primary School and Petra Publishing. Billy is a young boy who loves superheroes and is inspired to become a doctor after seeing the way health and social care professionals cared for his Nan. Through Billy's story, the book introduces the topic of health and social care to children with the aim of attracting them into its rewarding career prospects. The book will be made available to every primary school, library and GP practice in Gwent.



What's on?

The Gwent-wide NCN meeting schedule for March 2019 is shown below. We would be grateful if all members could ensure that representation is provided.

Date	Time	Meeting name	Location
5/3/19	13:00-15:30	North Monmouthshire NCN	Bridges Community Centre, Drybridge House, Monmouth
6/3/19	13:00-15:30	Blaenau Gwent East NCN (M5)	Training Room, Blaina ICC
7/3/19	13:30-15:30	Torfaen NCN Management Team	Conservatory Cedar Unit, County Hospital
12/3/19	13:15-15:30	South Monmouthshire NCN	Day Hospital, Chepstow Community Hospital
14/3/19	13:00-15:30	Blaenau Gwent West NCN (M6)	Seminar Room, Ysbyty Aneurin Bevan
14/3/19	13:00-15:30	Caerphilly East NCN	North Celynen, Crown Street, Crumlin
14/3/19	15:00-17:00	Monmouth & Usk Development Group	Seminar Room, Ground Floor, Monnow Vale Health & Social Care Facility
14/3/19	13:00-15:30	Torfaen North NCN (M5)	Pontypool Medical Centre
14/3/19	13:00-15:30	Newport East NCN (M5)	Christchurch Centre, Newport
14/3/19	13:00-15:30	Newport West NCN (M5)	Christchurch Centre, Newport
21/3/19	9.30-11.30	Newport NCN Management Team	Seminar Room 4, HQ Building, St Cadocs Hospital
21/3/19	13:00-15:30	Caerphilly North NCN	Bryntirion Surgery
21/3/19	13:00-15:30	Newport North NCN (M5)	Christchurch Centre, Newport
21/3/19	13:00-15:30	Torfaen South NCN (M5)	Bron Afon Housing Association, Cwmbran
28/3/19	14:00-17:00	NCN Clinical Leads	Conference Room 1-2, HQ Building, SCH

Area	Clinical Director	NCN Lead	Specialty	Network & Community Services Manager	Network & Community Services Support Officer
BLAENAU GWENT EAST	Dr. Karen Gully	Dr. Isolde Shore-Nye	Children (incl. CAMHS)	Ian Haywood ian.haywood@wales.nhs.uk Tel: 01495 363380	Vacant
BLAENAU GWENT WEST		Dr. David Minton	Surgical Specialties & Gastroenterology		
CAERPHILLY NORTH	Dr Katie Gearey	Dr. Heather Griffiths	Diabetes, Endocrinology & Neurology	Jon Lewis jonathan.lewis@wales.nhs.uk Tel: 01495 241276	Stella Montgomery stella.montgomery@wales.nhs.uk Tel: 01495 241275
CAERPHILLY EAST		Dr. Stuart Thomas	Respiratory, Allergy & Haematology		
CAERPHILLY SOUTH		Dr. Alun Edwards	Cardiology, Stroke & Primary Care Intranet		
MONMOUTHSHIRE NORTH	Dr. Karen Gully	Dr. Brian Harries	Surgical Specialties	Steve McDonagh steve.mcdonagh2@wales.nhs.uk Tel: 01600 636601	Katie Molumby katie.molumby@wales.nhs.uk Tel: 01600 636601
MONMOUTHSHIRE SOUTH		Dr Annabelle Holtam	Dermatology & Pathology		
NEWPORT NORTH	Dr Katie Gearey	Dr. Graeme Yule	Urgent Primary Care	Nicola Cunningham nicola.cunningham@wales.nhs.uk Tel: 01633 261434	Daniel Kendall daniel.kendall@wales.nhs.uk Tel: 01633 261434
NEWPORT EAST		Will Beer	Convener of NCN Leads Mental Health		
NEWPORT WEST		Dr. Susan Thomas	Learning Disabilities, Older Adult Mental Health & Dementia		
TORFAEN NORTH	Dr. Karen Gully	Eryl Smeethe	Careers, Public involvement and widening professional participation in NCNs	Leanne Watkins leanne.watkins@wales.nhs.uk Tel: 01495 765797	Clair Roper clair.roper@wales.nhs.uk Tel: 01495 768751
TORFAEN SOUTH		Dr. Amanda Head	Obstetrics, Gynaecology and Sexual Health (incl. Transgender)		

Area	Independent Advisor	Specialty	Contact details
ALL 12 NCNs	Hannah Hutchison	Dental	hannah.hutchison@wales.nhs.uk
	Stephanie Campbell	Optometry	stephanie.campbell@wales.nhs.uk
	Vacant	Community Pharmacy	